



British Columbia Flood Plan

2000 Edition



**BRITISH
COLUMBIA**

**Ministry of Transportation
and Highways**

**Ministry of Attorney General
(Provincial Emergency Program)**

**Ministry of Environment,
Lands and Parks
(Water Management Branch)**

**Government Policy
and Communications Office**

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BRITISH
COLUMBIA

BRITISH COLUMBIA FLOOD PLAN

This plan identifies the intended actions to be taken by the Government of British Columbia in response to flooding.

February, 2000

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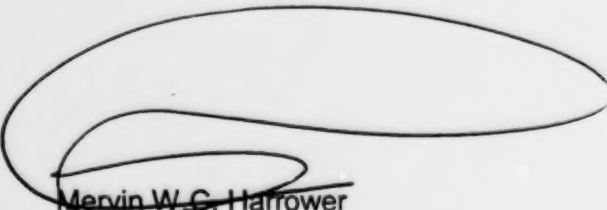
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Re: British Columbia Flood Plan (2000)

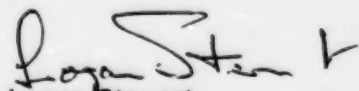
The enclosed copies of the British Columbia Flood Plan (2000) are provided for your information and guidance. Flood Plan (2000) supersedes all previous plans which should now be destroyed.

The Flood Plan has been reviewed annually since 1992 and revised as required to reflect government reorganizations and changes to emergency legislation. This year the plan has been rewritten to reflect the province's adoption of the British Columbia Emergency Response Management System (BCERMS).

Yours truly,



Mervin W.G. Harrower
Co-Chair
Central Coordination Group



Logan Stewart
Co-Chair
Central Coordination Group

WD/tc

Enclosure(s): British Columbia Flood Plan (2000)

Distribution List: As per Flood Plan (2000) Annex P

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FOREWARD

The British Columbia Flood Plan received deputy minister approval in 1992, following agreement of the content by the Ministry of Transportation and Highways (key ministry), the Ministry of Attorney General (Provincial Emergency Program), the Ministry of Environment, Lands and Parks (Water Management Branch), and the Ministry of Government Services (then responsible for public information).

There have been annual revisions since 1992 due to government reorganizations and changes to emergency legislation. This year the plan has been fully revised to reflect the province's adoption of the British Columbia Emergency Response Management System (BCERMS).

*PLEASE DESTROY ALL PREVIOUS COPIES OF THE BRITISH COLUMBIA
FLOOD PLAN IN YOUR POSSESSION.*

February, 2000

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- Annex P - Emergency Flood Plan Distribution List



References:

- A. Emergency Program Act
- B. Emergency Program Management Regulation
- C. IEPC Strategy for Response
- D. Central Coordination Group/ Provincial Emergency Coordination Centre Standard Operating Procedures (Draft March 1999)
- E. PEP Provincial Field Response Centre Guidelines and Procedures (Interim 1995)
- F. British Columbia Emergency Public Information Plan

INTRODUCTION

General

Local governments have the primary responsibility for flood protection and response. The provincial government acts in support of local government. In unorganized (unincorporated) communities, or where the level of response is beyond the capability of local communities, the provincial government will coordinate the response.

At the provincial level, flood response management is undertaken on a quadripartite basis. The key and primary supporting Ministries/agencies involved in response to flood events are:

- **Ministry of Transportation and Highways (MOTH)** is the key ministry and has primary responsibility for floodfighting.
- **Ministry of Environment, Lands and Parks (MELP)** has primary responsibility for flood forecasting, assessment and technical services.
- **Ministry of Attorney General (MAG)/Provincial Emergency Program (PEP)**, in partnership with MOTH and MELP, is responsible for coordinating the elements of the provincial response structure. PEP supports recovery through the administration of the Disaster Financial Assistance (DFA) program.
- **Government Policy and Communications Office (GPCO)/BC Communications Division (BCCD)** has primary responsibility for all public information.

Numerous other ministries provide support based on their assigned emergency response functions.

Background

The province of BC can experience flooding throughout the entire year, due to natural conditions and geography. Some geographic locations are susceptible to fall flooding due to heavy rains while other areas are susceptible to freshet flooding.

The potential for freshet flooding can, to some degree, be predicted by means of snowpack monitoring and long-range weather forecasting. Freshet flooding generally occurs in various parts of the province over a four month period (April, May, June, July) which allows for an enhanced level of readiness throughout the province.

Regional MELP and PEP staff assess all flood incidents and may request support from other ministries or agencies as required. PEP issues a task number for flood events requiring a provincial response. Extraordinary ministry costs, over and above normal ministry activities, are journal vouchered to PEP.

PURPOSE

This plan describes the methodology for mounting and coordinating the provincial government's response to a flood event.

Assumptions

Based on historical flood events, the following assumptions apply:

- Events may occur simultaneously and/or during unrelated natural or human-made events; and
- Response will be coordinated as needed with any other emergency/event response.

Abbreviations and Definitions

A list of abbreviations and definitions for terms used in this plan is provided in Annex A.

CONCEPT OF OPERATIONS

The province is committed to the reduction of property damage and the threat to life due to flooding.

Local governments have the primary responsibility for flood protection and response.

The province, if requested, will support flood response efforts of a local government or, if the event occurs in unorganized (unincorporated) communities, the province will direct flood response operations.

The province will provide forecasting information to citizens, agencies and local governments to encourage and assist with preparation in advance of a potential flooding event.

The level of provincial response will be directly dependent upon the magnitude of the flood and/or potential for flooding.

In responding to a flood event, the actions and decisions of the province will be based on the priorities to protect the following:

- Health and safety (save lives, reduce suffering) ;
- provincial infrastructure (roads, communications and utilities);
- private property (buildings, livestock and other animals), excluding land;
- the environment; and
- reduce economic and social losses.

Emergency Response Structure

The current provincial emergency management structure, as shown in Annex B – Provincial Emergency Response Structure, will apply for the management of any flood emergencies requiring a multi-ministry provincial coordinated response.

The provincial flood response structure will be based on the British Columbia Emergency Response Management System (BCERMS) and is comprised of the following:

- Central Coordination Group (CCG);
- Provincial Emergency Coordination Centre (PECC) - Annex C ;

- Provincial Regional Emergency Operations Centre (PREOC) - Annex D; and
- Emergency Operations Centres (EOCs) operated in support of site response.

Central Coordination Group

In preparation for freshet flooding, the director of PEP will call together the core CCG representatives from MOTH, MELP and GPCO to begin advance preparation for a coordinated flood response. The director of PEP and the senior ministry representative from MOTH will co-chair the CCG. Depending on the magnitude of the flooding, the role of the CCG changes from planning and preparedness to that of response support and coordination.

Provincial Emergency Coordination Centre

The PECC manages provincial level resources on behalf of the CCG in response to the emergency needs of the operational area(s). It manages and coordinates mutual aid between regions (PREOCs) and at the provincial central level, and serves as the coordination and communications link with the federal disaster support structure.

The PECC may be activated in support of any activated PREOC. In addition, it will be automatically activated immediately following any major emergency/disaster. Staffing is initially based upon the PEP ECC (already augmented once an emergency occurs) and PEP headquarters staff. Personnel from other ministries and auxiliary/volunteer staff also subsequently augment staffing as required.

Provincial Regional Emergency Operations Centre

The primary function of a PREOC is the management of a multi-ministry/agency coordinated response to flooding within a specific geographical region.

The function of PREOC director will be shared between the designated MOTH regional director and the PEP regional manager as follows:

- Phase 1 - PREOC not activated.
- Phase 2 and 4 (readiness and recovery) - PEP regional manager
- Phase 3 (response) - MOTH regional director

MELP Water Management Branch will provide the flood assessment specialists to the PREOC planning and intelligence section. Ministry of Forests (MOF) will provide the PREOC logistics chief and assign personnel to the logistics section (in conjunction with the PEP

Regional manager and the region pre-plan. Additional personnel will be assigned to the PREOC under the Temporary Emergency Assignment Management System (TEAMS).

The affected PEP regional manager, as PREOC Director (Phase 2), may:

- Activate the PREOC at "required staffing levels"¹ and notify the CCG accordingly.
- Assess the flood situation in the associated region.
- Liaise with MOTH and MELP regional staff and the PECC, especially for problem solving.
- Determine staffing requirements for the region PREOC and field operations.
- Issue a PREOC flood directive reflecting the duties and responsibilities outlined in this plan, the region plan and CCG directives that have been issued.

The PREOC provides local direction, control and coordination of flood operations conducted in unorganized areas, and will provide support to local governments on a region priority basis. The staffing level of each PREOC will be determined by the magnitude of the associated flood event. Additional staff may be added if flooding increases or staff may be reassigned as a flood event becomes more manageable.

While the duties of the PREOC will be in accordance with BCERMS, flood-specific requirements are recognized to ensure an effective and coordinated response (Annex E).

¹ The PREOC director will determine the staff necessary to provide required support in a timely and efficient manner.

**Emergency
Operations Centres**

Local Government	EOCs are established to provide site level support. They work directly with the PREOC. There are times, however, when an EOC may be established by a community group other than a local government, i.e., search and rescue groups. They also provide site support and work directly with the PREOC.
Key Ministry	Large areas of the province are not covered by an emergency response by-law enacted by local governments or regional districts. The province has the responsibility of providing flood response in these areas. MOTH may establish temporary Departmental Emergency Operations Centres (DEOCs) in order to coordinate floodfighting at the site level.
Supporting Ministry	Supporting ministries may activate EOCs to manage ministry-specific operations, for example the Ministry of Social Development and Economic Security (MSDES)/Emergency Social Services (ESS).
Regional Boundaries	The MOTH regional boundaries (Annex F) will apply for all flood response activity.
Flood Management Phases	Flood management will be undertaken in four phases which correspond to pre-established thresholds, such as river levels, storm prediction and the likelihood of damaging flooding.
Phase 1 – Planning (Pre-Flood Preparation)	<p>During this phase all levels of government will undertake appropriate planning and flood preparedness including:</p> <ul style="list-style-type: none">• river level monitoring;• reviewing flood plans; and• issue strategic direction.
Phase 2 – Preparedness (Readiness)	PEP Regional Managers may, in cooperation with MOTH and MELP counterparts, establish and maintain a PREOC at an appropriate activation level to coordinate readiness activity within the flood region. The CCG and PECC may be established to monitor and direct provincial flood preparedness activity. During this phase all levels of government will undertake appropriate flood preparedness

including:

- complete or upgrade protective flood works;
- initiate dissemination of information to individuals likely to be affected; and
- employ Community Assistance Teams (CATs) as required to assist local government.

Phase 3 – Response

Full emergency response is initiated. Emergency Operations Centres (EOCs), Provincial Regional Emergency Operations Centres (PREOCs) and the Provincial Emergency Coordination Centre (PECC) are activated as required.

- evacuation of affected areas is initiated as required; and
- further actions may be initiated, as required, to mitigate property damage.

**Phase 4 - Recovery/
Disaster Financial
Assistance**

The restoration of infrastructure to pre-event condition, including debris removal; provision of interim housing; and implementation of Disaster Financial Assistance (DFA) programs.

Graduated Response

The assessment and response to flood events is described below and in the Response Activity Flow Chart (Figure1).

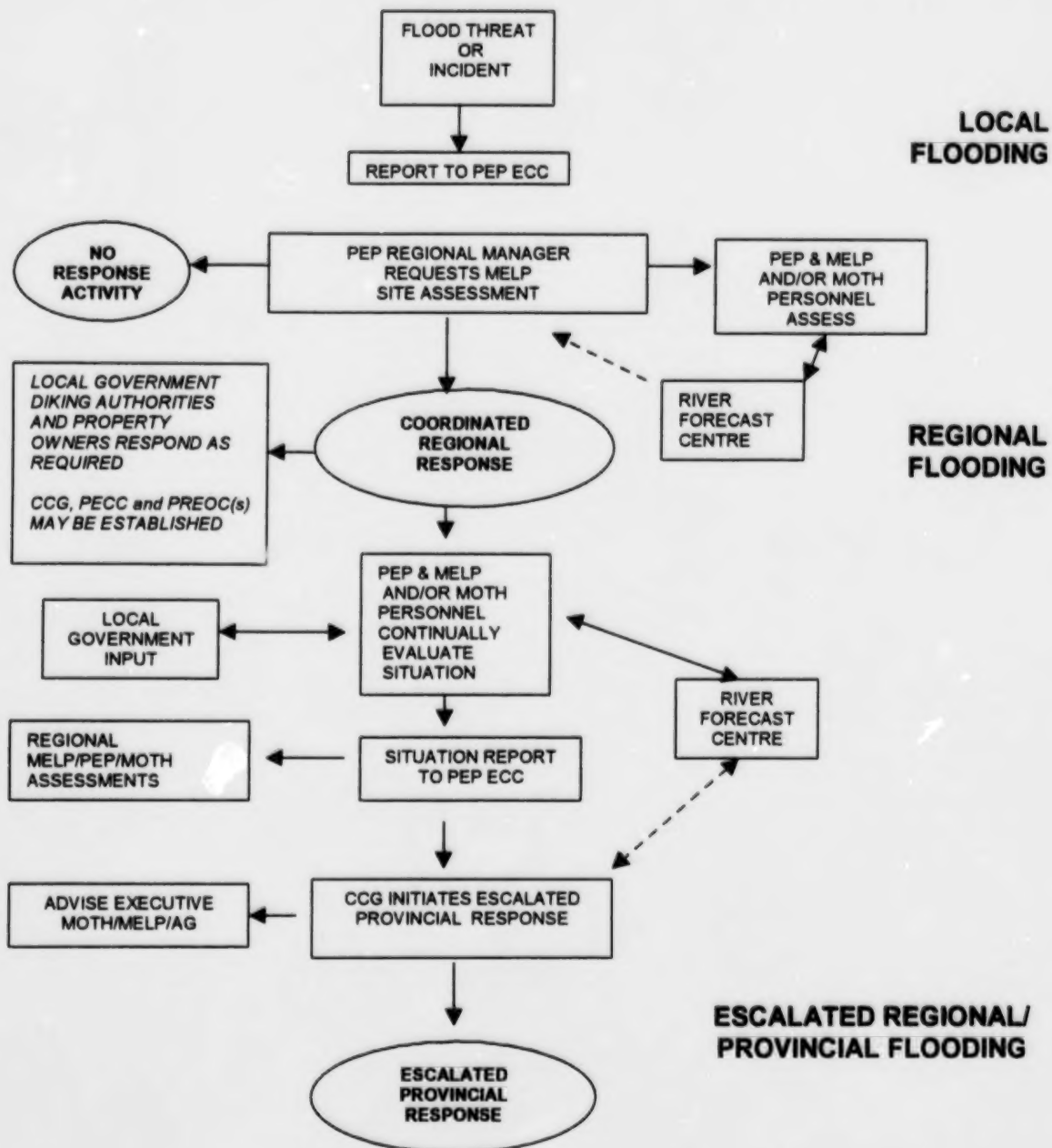


Figure 1 - Response Activity Flow Chart

Local Flooding

Initial Report

- All reported flood events are relayed to the PEP ECC. PEP then notifies the MOTH and MELP point of contacts.

Incident Assessment

- PEP and MELP/WMB will assess the situation to determine the severity of the flooding and recommend the level of response.

Preparation

- CCG may convene and review/update strategic guidelines for flood response.
- MELP/WMB will monitor potential flood situations in cooperation with regional personnel.
- MELP/WMB will provide hydrological reports, commencing early April of each year, based on data collected from sources throughout the province. These reports will typically warn of the potential for flooding in associated drainage basins. This information will be shared as appropriate with the public and the media.

Response Action

- Local authorities will coordinate response activities within their jurisdiction. PEP will coordinate flood response activities in areas of provincial jurisdiction. Field (regional) staff monitor and update PEP headquarters.
- MELP will continue to monitor and assess flood conditions. Information officers will be provided by MELP if needed.
- MOTH regional operations will be notified and will respond to flooding that impacts roads and bridges within its jurisdiction.

Regional Flooding

Enhanced Response

- If, in the opinion of PEP/MELP/MOTH on-site senior staff, the situation warrants additional coordination and control on an urgent basis, they may activate a coordinated regional response and/or request the activation of a PREOC.
- If a PREOC is opened the director PEP will activate the PECC and inform the CCG.

Funding

- All involved agencies are reminded that Emergency Program Act Vote expenses must be authorized by senior PEP staff².

Escalated Regional/ Provincial Flooding

Notification

- Should the site evaluation indicate that an escalated provincial response beyond regional boundaries or capability is required, PEP ECC is notified and the situation is reported to the director of PEP and the MOTH and MELP designated representatives.

Response Decision

- CCG may direct the activation of one or more PREOCs.
- CCG directs an escalated provincial response, issues flood directives to PREOC directors and provides flood events information to the respective executives. PEP ECC will notify all agencies.

Response Action

- The PECC and PREOC(s) are fully activated. Flood directives issued by the PECC and PREOC director(s) are implemented.

² Reimbursement of journal vouchers is not based on whether or not a Declaration of a State of Emergency has been issued. NOTE: A CCG directive is not the same thing as a Declaration of a State of Emergency.

- The PREOC director(s) for the affected region(s) notifies designated regional response personnel.

Roles and Responsibilities

Ministry of Transportation and Highways

General

- Assign a senior ministry representative to act as co-chair to the CCG.
- Provide representatives to the PECC.
- Appoint PREOC director(s) for Phase 3 (Response).
- Identify and supply equipment and other resources such as riprap within the region(s).
- Forward additional equipment and resource requirement requests to the PECC.
- Issue regional flood response tasking orders based upon directives issued by the CCG.

Regional

- Respond to floods impacting highway infrastructure.
- Assist PEP regional manager or PREOC(s) director in coordinating and arranging floodfighting resources, such as transportation, engineering and construction.
- Participate in the development of a Region Flood Response Plan.
- Establish DEOCs in district offices to support floodfighting in unorganised areas.
- Provide support services and staff on a 24-hour basis to PREOC₂.

Ministry of Environment, Lands and Parks

General

- Responsible for the River Forecasting Centre (RFC).
- Conduct regular snow surveys.
- Distribute snow survey bulletins.
- Audit/monitor dam owners and diking authorities.
- Provide technical services.
- Appoint a senior representative to the CCG.
- Provide representatives to the PECC.

- Provide flood forecasts and bulletins.
- Provide liaison with other environmental agencies.
- Provide available maps and aerial survey information.

Regional

- Provide the following:
 - technical advice as required;
 - flood assessment at the field level; and recommend strategies to PREOC director.
- Provide support services and staff on a 24-hour basis to PREOC.

**Ministry of Attorney
General/Provincial
Emergency Program**

General

- Assign the PEP director to act as co-chair to the CCG.
- Establish and coordinate staffing³ of the PECC and PREOC(s).
- Coordinate provision of support services to the PECC and PREOC(s) for 24/7 operation.
- Appoint PREOC director for Phases 2 (Readiness) and 4 (Recovery) and deputy director for Phase 3 (Response).
- Coordinate the preparation of provincial flood response directives.
- Assist in issuing tasking orders and public information advisories and warnings.
- Provide overall direction for finance at the PECC and PREOC level.

Regional

- Notify regional MELP Water Management and MOTH regional staff.
- Notify local authorities.
- Determine response in consultation with MELP; update PEP ECC.
- Coordinate response as required.
- Provide funding approval and obtain task number.
- Provide provincial summary information to public.
- Compile site assessments and forecasts.

³ PECC and PREOC(s) will be staffed by personnel from across government utilizing the Temporary Emergency Assignment Management System (TEAMS).

	<ul style="list-style-type: none">• Advise on need for a coordinated regional response.• Approve the tasking orders and public information advisories and warnings.• Provide support services and staff on a 24 hours basis to PREOCs.
Government Policy and Communications Office/BC Communications Division	<ul style="list-style-type: none">• Assign a senior representative to the core CCG.• Assign PIO to the PECC and each regional PREOC.• Assist in implementing the Emergency Public Information Plan.• Brief senior government on communications issues.
Other Supporting Ministries/Agencies	The emergency response functions that will be provided by specific provincial ministries/agencies in response to a flood event are detailed in Annex G.

COORDINATION INSTRUCTIONS

PREOC Location and Equipment	PEP will be responsible for the location and equipping of all PREOCs. All costs incurred for the establishment of a PREOC, except salaries and overtime (which must be pre-approved), will be processed through PEP headquarters. This includes systems, telecommunications costs, rental costs, stationery costs, food costs, etc. Facility accommodation and support guidelines are provided in Annex H.
PECC/PREOC Staffing	PEP will be responsible for staffing the PECC and PREOCs by drawing upon volunteer staff from other ministries or agencies. TEAMS will be employed in the staffing of provincial emergency operations centres, when available.
Activation (Staffing) Levels	<ul style="list-style-type: none">• Level 1 - Pre-response/monitoring status, 0800 – 1630 hrs daily with appropriate staffing.• Level 2 - Operational response, full 24/7 operation.• Level 3 - Major emergency, full 24/7 operation.

Situation and Incident Reports

Upon PREOC activation, a daily situation report will be submitted to the PECC not later than 1700 hours daily.

Incident reports will be used at all levels to provide immediate notification of a significant incident or change in the status of a previously reported incident.

Situation and incident reports will be prepared and distributed in accordance with instructions provided in Annex I.

Flood Response Stages

In Phase 3, the following stages will be observed in respect to flood response and evacuation activities:

Stage 1/Flood Watch

General monitoring of river banks adjacent to dikes for erosion. EOCs, PREOCs and the PECC may open for 24/7 operation at minimum staffing levels (Activation Level 1). Provide public information on floodproofing homes, businesses and threatened infrastructure as well as public safety advisories. Strategically preposition floodfighting resources.

Stage 2/Flood Alert

Situation deteriorating, EOCs, PREOCs and the PECC may be fully staffed for 24/7 operation (Activation Level 2). Enhanced response initiatives are implemented and plans are completed for an orderly evacuation of affected areas. Voluntary evacuation is initiated. Dikes are inspected daily.

Stage 3/Flood Warning

Floodfighting commences in problem areas. Dikes are patrolled on a 24/7 basis. Precautionary evacuation of vulnerable population commences.

Stage 4/Flood Order

High probability of serious damage due to flooding. Full flood response/control programs implemented. Mandatory evacuation may be ordered. Response structure moves to Activation Level 3 as directed.

All Clear

Return to flood area is permitted. Demobilisation and recovery activities commence. EOCs, PREOCs and the PECC remain at Activation Level 1 in case situation deteriorates and/or to support recovery activities.

FINANCE AND ADMINISTRATION

FINANCE

Expenditure Control

A PEP task number will be assigned to regions, via PEP regional managers for PREOC set-up. Task numbers for flood related emergency responses will be issued as and when required.

The following will be observed with respect to expenditure management:

- All expenditures must be pre-authorized by the director PEP/PECC director or PEP regional manager/director PREOC. The CCG may, as required, designate such other persons as deemed necessary.
- Upon PREOC activation, an initial Phase 2 expenditure fund allocation will be provided to each PREOC director for use against the assigned task numbers.
- During Phase 3 response operations, PREOC directors or designated principal PREOC staff, may authorize expenditures for flood response or support activity for up to \$100,000 per flood response site or jurisdiction to protect life, private property or local or provincial government infrastructure. Any single expenditure exceeding \$100,000 must be pre-authorized by the director PEP or the CCG co-chair.
- Ministries/agencies must ensure that all expenditures that will result in journal voucher action are authorized using either an

expenditure authorization form⁴ (Annex J) completed and signed by the PECC/PREOC director. The agency initiating the expenditure is provided a copy of the authorization form, a copy is retained by the PECC/PREOC and a copy passed to PEP headquarters in Victoria.

- All ESS expenditures must be accompanied by an ESS Referral Form completed and signed by a designated spending authority

INVOICES/EXPENDITURES WILL NOT BE PROCESSED UNLESS ACCOMPANIED BY DULY COMPLETED AND AUTHORIZED SUPPORTING DOCUMENTATION

Inventory Control

An equipment inventory will be maintained to record all non-consumable⁵ material purchased under a PEP task number. On demobilisation, a copy of the inventory indicating current disposition will be forwarded to PEP headquarters as part of the PREOC post – operation report.

Workshop

A financial management workshop will be conducted for ALL designated finance and administration chiefs during Phase 2 (Readiness).

LOGISTICS

General

Beyond the basic personnel and equipment support capability of MOTH as government's key ministry, logistics support is based on the MOF Protection Branch/Fire Centre, operations support capability.

To incorporate this capability within the province wide flood response structure, MOF Protection Branch will:

- Supply logistics support at the PECC and PREOC level, including:
 - a logistics representative to the CCG on

⁴ A control mechanism to aid in tracking authorized expenditures

⁵ Material, such as office equipment, blankets, generators and safety equipment, that is NOT consumed.

request; and

- a logistics advisor on call to the PECC/ PREOCs to assist in all preparatory work, and an on-call logistics operations cell to the PECC/PREOCs (24/7 if necessary) upon activation.
- Establish protocols and procedures with Purchasing Commission for resource procurement within regions and from provincial, national or international sources.
- Identify additional delivery system, storage, accounting and critical equipment and supply control and allocation needs.
- Activate the logistics operations planning and preparedness functions at the CCG/PECC and PREOC levels.
- Provide for firefighting crews for floodfighting duties. Verify the dates available and numbers ready, as fire crews become trained and available for tasking as flood response crews.
- Verify the dates and numbers of field camps as they become activated and available for flood tasking.
- Incorporate the tasking of air support operations (through existing MOF contractual arrangements), within the logistics element at both CCG/PECC and PREOC levels.

The Purchasing Commission will:

- provide staff member(s) on call to assist CCG/PECC Logistics Section (24/7 if necessary) for both preparedness planning and during flood response (Phase 2) operations. The Commission's transportation management group should also be included as a resource provider (vehicles as necessary).
- ensure that a representative is assigned on call to designated PREOCs on request (24/7 if necessary) to action resource requirements that are beyond government holdings. (PREOC directors should note the limited regional representation of the commission and that its personnel support to PREOCs will be prioritized).

**Information
Technology Services**

Computer Systems. Local Access Network (LAN) Kits will be provided to PREOCs on activation.

Telecommunications. The following is the telecommunication hierarchy:

- e-mail, the PECC and each PREOC will be provided with a generic e-mail address;
- facsimile machine;
- telephone (line, cellular and satellite, including links);
- satellite phones;
- amateur radio; and
- courier.

Critical Resources

The initial assignment, movement of and authority to reposition or distribute critical resources between regions is controlled by the CCG/PECC. Critical resources may include provincial government assigned or designated floodfighting response teams, aviation resources, sandbags and sand bag-filling machines. The pre-flood disposition of sandbags and sandbag filling machines is shown in Annex K.

**Emergency
Accommodation for
Evacuees**

The primary supporting ministries are MSDES/ESS Branch, the Ministry for Children and Families and the British Columbia Housing Management Commission (BCHMC). Municipal requirements and anticipated needs for emergency social services are communicated from the local authority to the PREOC(s), supported where necessary by other agencies as arranged by PREOCs. All coordination with BCHMC is conducted by or through MSDES/ESS personnel.

PERSONNEL

General

PECC and PREOC directors may:

- hire or contract administrative support staff;
- hire or contract security services; and
- authorize and place assigned personnel on travel status.

The PECC will authorize, assign and deploy all critical resources to and between regions.

TEAMS/Overtime/Call-out

Costs associated with TEAMS, overtime and/or call-out may be authorized by the PECC/PREOC Director and will be charged to the task number.

Staffing

Refer to PECC and PREOC shifts and staffing level documents distributed under separate cover.

Identification

All personnel assigned to the CCG, PECC or PREOC will be required to wear BCERMS identification vests.

Safety

PREOC directors are responsible for ensuring that:

- a risk management officer and requisite support staff are assigned at the PREOC; and
- all operational flood response supervisors and team leaders must ensure proper safety measures are enforced.

The risk management officer is part of the command cell at the PECC and PREOCs and has the responsibility of developing and recommending measures for assuring personnel safety and anticipate Workers' Compensation Board (WCB) hazardous and unsafe situations.

When advised, PECC/PREOC directors will correct unsafe situations in accordance with WCB requirements.

**Supplementary
Personnel Resources**

The supplementary personnel resources may be available for the following flood fighting functions:

Sandbagging

- Environment Youth Teams (E-Teams);
- MOF firefighting crews; and
- PEP emergency preparedness volunteers

Dike Watch/Evacuation

- search and rescue groups

Where possible, supplementary personnel should be provided a minimum of one day flood mitigation/fighting training, including sandbagging techniques and safety precautions.

**PUBLIC
INFORMATION**

Public information will be conducted in accordance with the BC Emergency Public Information Plan (Reference F).

Abbreviations/Definitions

Agency	Branches within provincial ministries and any other government organization which is affected by flood response operations; also the mentioned groups participating in joint response efforts.
BCERMS - British Columbia Emergency Response Management System	The BCERMS represents standard policies and practices adopted by British Columbia government for emergency management
CAT - Community Assistance Team	A multi-disciplinary team designed to assist local authorities in preparing for and responding to an emergency/disaster.
CCG - Central Coordination Group	The CCG includes representatives from key ministries with responsibility for response to certain types of events. The CCG is activated whenever a coordinated government response is required for any emergency.
DOC - Department Emergency Operations Centre	Established by provincial ministries and Crown agencies to help manage the coordination of emergency response effort.
ECC - Emergency Coordination Centre	The ECC at the Provincial Emergency Program Headquarters receives and disseminates information from multiple sources regarding emergency situations. The Emergency Coordination Centre serves as the "incident message centre" for the Provincial Emergency Coordination Centre.
EOC - Emergency Operations Centre	A pre-designated facility established by a local government or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.
EEEB	Enforcement and Environmental Emergencies Branch, (Ministry of Environment, Lands and Parks)
ESS - Emergency Social Services	ESS are those services that are provided short term (generally 72 hours) to preserve the emotional and physical well-being of evacuees and response workers in emergency situations.
Freshet	Generally predictable flooding as the result of snow melt in the spring or during warm periods in the winter
ICS - Incident Command System	A standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.
IEPC	Interagency Emergency Preparedness Council

MAF	Ministry of Agriculture and Food
MMA	Ministry of Municipal Affairs
MROC - Ministry Regional Operations Centre	A facility established and operated by a regional office of a British Columbia Ministry to help manage the coordination of emergency response efforts.
MSDES	Ministry of Social Development and Economic Security
MELP	Ministry of Environment, Lands and Parks
MOF	Ministry of Forests
MOTH	Ministry of Transportation and Highways
PECC - Provincial Emergency Coordination Centre	A facility established and operated at the provincial central coordination level to help coordinate emergency response efforts.
PEP	Provincial Emergency Program (Ministry of Attorney General)
PIO	Public Information Officer
PREOC - Provincial Regional Emergency Operations Centre	A facility established and operated at the regional level by British Columbia agencies to help manage the coordination of emergency response efforts.
SITREP	Situation Report
TEAMS - Temporary Emergency Assignment Management System	A program being developed under which personnel from across government will be specifically trained for employment in the PECC and PREOCs with ministries/agencies being reimbursed personnel costs, i.e., salary and benefits.
WCB	Workers' Compensation Board
WMB	Water Management Branch (Ministry of Environment, Lands and Parks)

PROVINCIAL EMERGENCY RESPONSE MANAGEMENT

General

The Government of British Columbia has legislated the responsibilities of ministries and other provincial agencies, local authorities, and citizens in relation to emergency and disaster response. The province has the authority to plan for the *overall response* expected; and extraordinarily during response, it may direct those actions which are routinely delegated to subordinate levels of government.

Emergency Response Structure

All provincial government ministries and agencies have agreed to conduct operations using the *British Columbia Emergency Response Management System (BCERMS)*, which exists within the Response Management Strategy. BCERMS acknowledges as a fundamental principle that there are four levels of response:

- Site (incident/multiple incidents);
- Site Support (by local authority, ministry, etc.);
- Provincial regional coordination; and
- Provincial central coordination.

A diagram of the generic provincial emergency response management organization is in Appendix 1.

The principal provincial emergency response organizational elements are -

Central Coordination Group (CCG)

Together, the CCG and the PECC are the central "hub" of the provincial emergency management system. The PECC is the executive arm of the CCG, it implements and communicates the directives originating from the CCG to the PREOCs, provincial ministries and Crown corporations.

The CCG may be activated whenever a coordinated government response is required for any emergency.

Responsibilities include:

- Direct and coordinate the overall government response to any emergency.
- Evaluate the emergency situation (or potential emergency) and assess the provincial government's involvement.
- Brief and consult with the ad hoc committee of cabinet on the emergency situation and seek their action or direction when appropriate.
- Provide general direction and support for the PECC and, through the PECC, the PREOC operations.
- Direct the provincial public information activities and approve all situation reports and media releases prepared by the PECC.
- Evaluate and approve requests for military, federal or international assistance.
- Evaluate and approve the need for a declaration of a provincial state of emergency and the need for any extensions.
- Evaluate the need for other government action beyond response activities and activate mitigation plans, recovery plans and other plans as appropriate.
- Authorize the deactivation of the provincial emergency response structure.

PROVINCIAL EMERGENCY COORDINATION CENTRE (PECC)

The PECC manages provincial level resources on behalf of the CCG in response to the emergency needs of the operational area(s). It manages and coordinates mutual aid between regions (PREOCs) and at the provincial central level, and serves as the coordination and communications link with the federal disaster support structure.

Responsibilities include:

Major responsibilities

- Ensure that all provincial resources are activated as the emergency situation requires, function effectively, and are maintained at the level necessary for response.
- Support ministries, Crown corporations, local authorities and other agencies in establishing response and recovery programs following disasters.
- Act as the "executive arm" of the CCG, assess capabilities, plan operational support, and issue coordinated direction to the PREOC(s).

Primary Functions of the PECC

- Act as overall provincial coordinator in the event of simultaneous multi-region disasters. In this situation, provide inter-region policy direction and coordination for emergencies involving more than one PREOC.
- Monitor and facilitate inter-regional communication and coordination issues.
- Compile, authenticate and make summary disaster status information obtained from all sources available in the form of situation reports.
- Provide on-going inter-agency coordination with ministry EOCs involved in the response effort to ensure adequate province wide mobilization and allocation of provincial assets. This is generally accomplished through ministry and Crown corporation representatives assigned to the PECC.
- Provide necessary coordination with and between established province wide mutual aid systems at the provincial headquarters level.
- Manage the provincial emergency public information program.
- Provide and maintain a provincial link and inter-agency coordination with Emergency Preparedness Canada.
- Arrange visits of government MLAs and senior officials to the disaster operational area(s). This will usually be done through the public information sections with the PECC and the PREOCs;
- Intercede (if necessary) in conflicts between PREOCs and local authorities.
- Monitor states of emergency declared by local authorities and recommend/draft a provincial government declaration if emergency powers are required.
- Assist in the planning for short-term recovery and assist provincial agencies and PREOCs in developing and coordinating recovery action plans.

**PROVINCIAL REGIONAL EMERGENCY OPERATIONS CENTRE
(PREOC)**

To meet an unknown requirement with a structure capable of a flexible response to a possibly escalating scenario is a challenge. In the discussion of PREOC tasks below, the orientation is towards a major event. The actual configuration of a PREOC during a response operation will be the result of on-the-scene adaptation to actual conditions.

Responsibilities include:

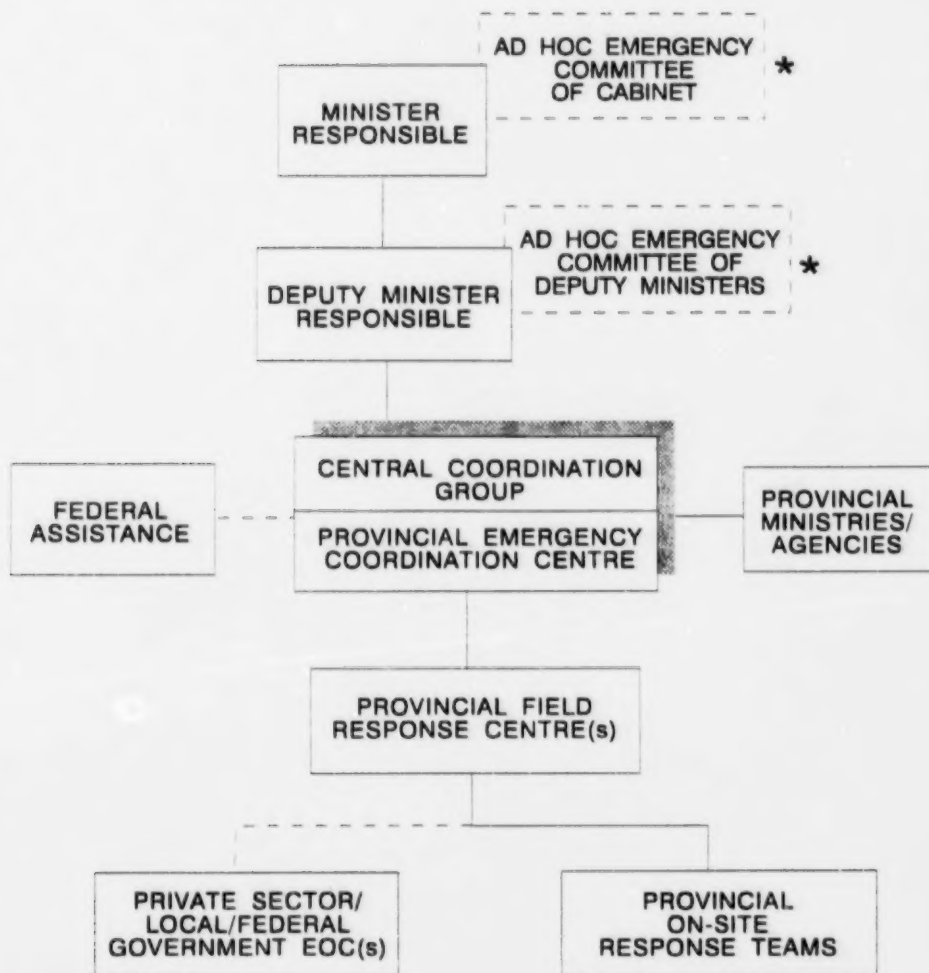
Major responsibilities

- As the emergency situation requires, ensure that assigned provincial resources are employed, function effectively, and are maintained at the level necessary for response.
- Support local authorities and other agencies in establishing response and recovery programs following disasters.

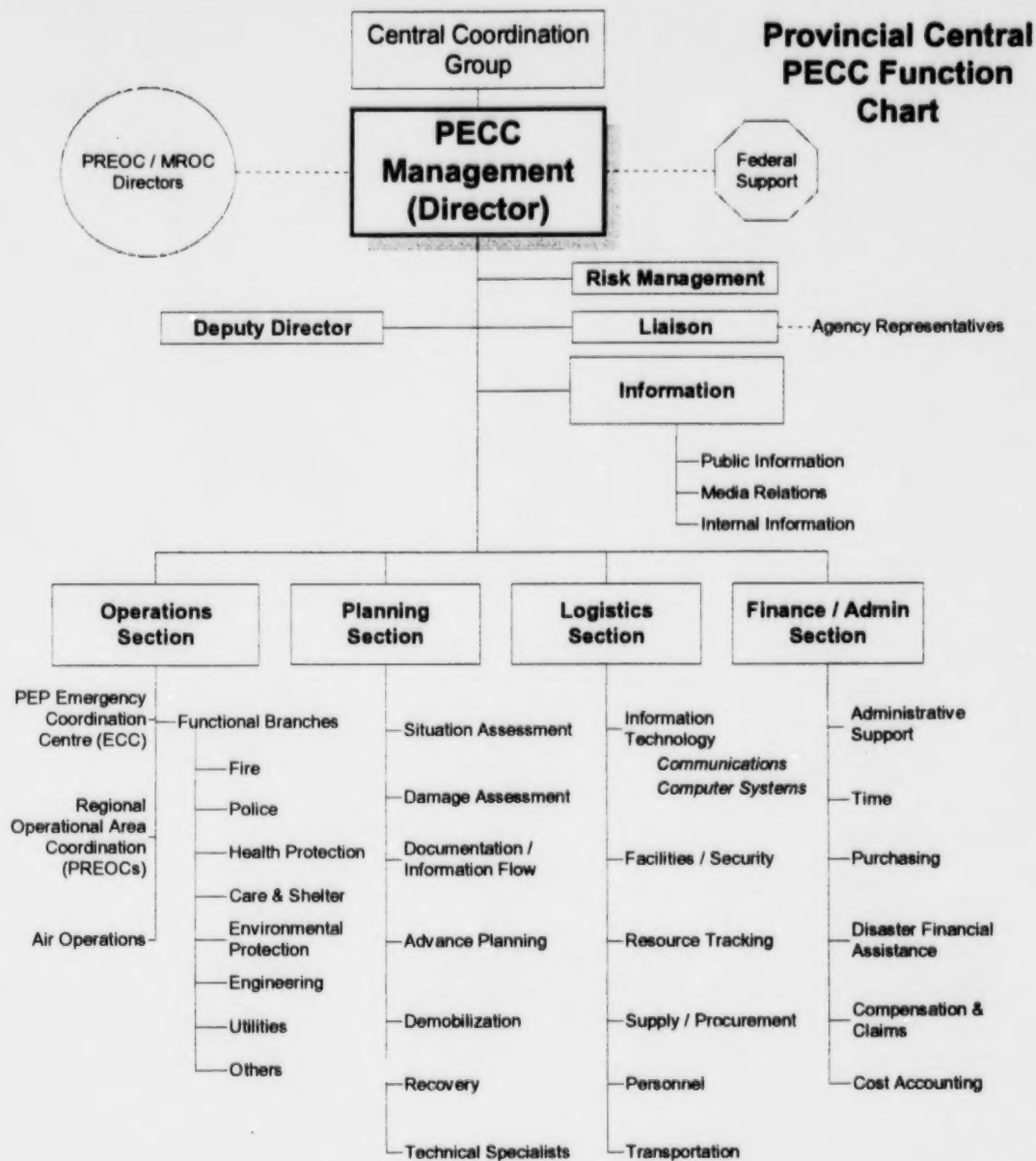
Primary Functions of the PREOC

- Act as provincial coordinator in the event of simultaneous multi-district emergencies/disasters.
- Provide intra-region policy direction and coordination for emergencies involving more than one EOC. Monitor and facilitate intra-regional communication and coordination issues.
- Provide operational direction or coordination of the provincial response effort until responsibility is released to "normal arrangements" on a function-by-function basis.
- Compile, authenticate and provide summary status information obtained from all sources, in the form of situation reports.
- Operate a public information section in the operational area.
- Arrange for the receipt, stockpiling, and dispatch of resources.
- Provide on-going inter-agency coordination with local government and ministry/agency EOCs involved in the response effort to ensure maximum effectiveness of provincial assets.
- Provide necessary coordination with and between established province wide mutual aid systems at the regional level.
- Facilitate coordination between local authorities.
- Monitor states of emergency declared by local authorities and recommend a provincial government declaration if emergency powers are required.
- Assist in the planning for short-term recovery and assist provincial agencies in developing and coordinating recovery action plans.
- Manage the provincial government response effort, including administration of any disaster financial assistance programs that could become available.

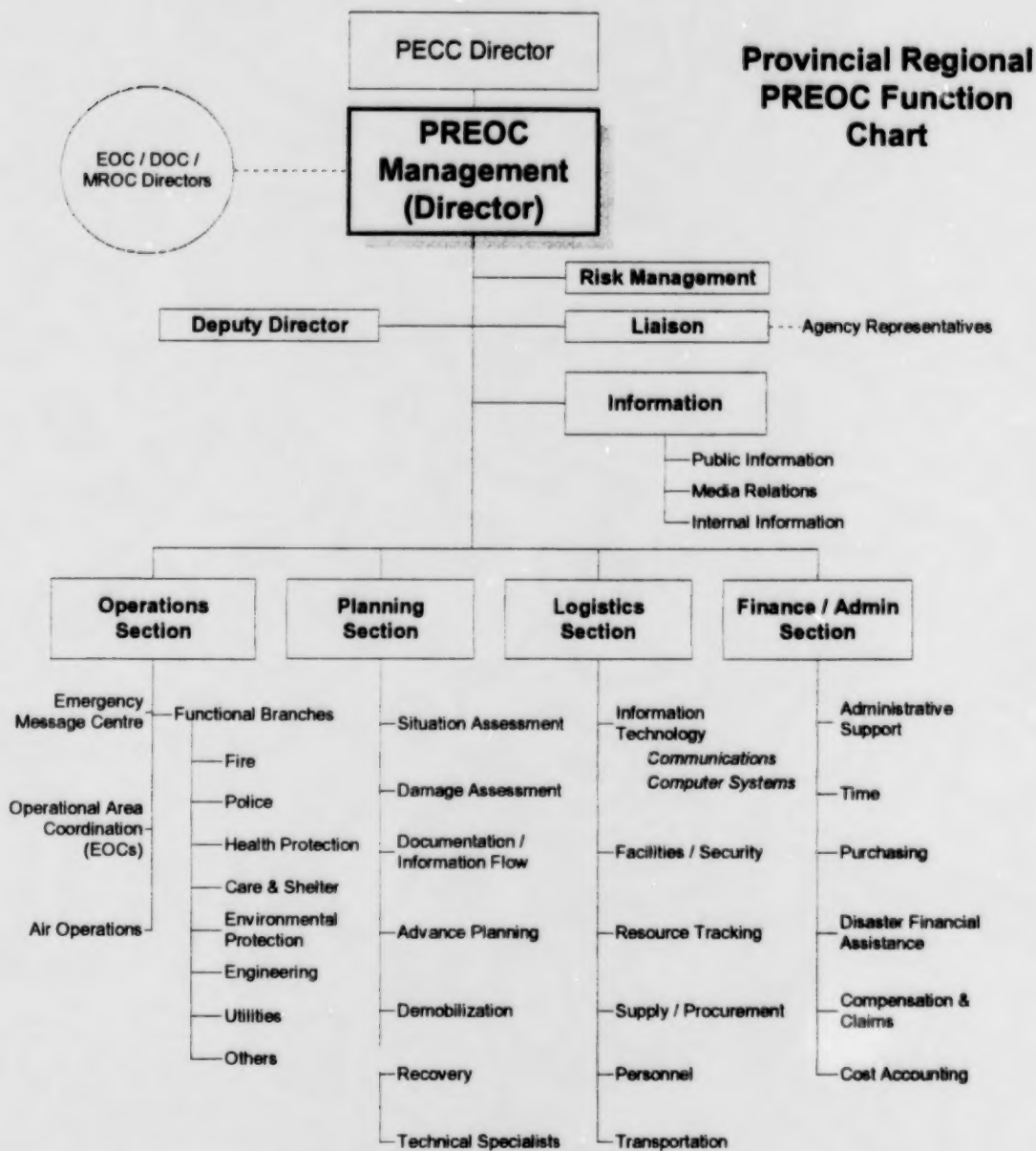
BRITISH COLUMBIA EMERGENCY RESPONSE MANAGEMENT ORGANIZATION



* Ad hoc committee that may be formed in the event of a severe emergency or catastrophic event.



Provincial Emergency Coordination Centre



Provincial Regional Emergency Operations Centre

FLOOD-SPECIFIC RESPONSIBILITIES PECC AND PREOC SECTIONS

While the duties of the PECC and PREOC sections will generally be in accordance with BCERMS, flood-specific requirements are recognized to ensure an effective and coordinated response by the flood response team.

The specific initial response duties for PREOC personnel are provided in the checklist at Annex I Appendix 1.

COMMAND SECTION

Director

- Obtain initial incident briefing from field assessment personnel (PEP & MELP).
- Assess the situation and establish the preliminary action strategy.
- Conduct initial briefing.
- Brief command staff and section supervisory personnel.
- Delegate duties to regional response personnel.
- Ensure planning meetings are conducted.
- Approve and authorize implementation of incident action plans.
- Manage incident floodfighting operations.
- Approve requests for additional resources and requests for release of resources.
- Approve the use of volunteers.
- Monitor and evaluate the overall operations and, when possible, improve performance.
- Coordinate command staff and section chief activities.
- Authorize the release of information to the news media or the public.
- Ensure SITREP is completed and provided to the PECC.
- Prepare PREOC briefing for succeeding PREOC director.
- Issue PREOC tasking directives.

Deputy Director

- Ensure updated information is provided to the PECC.
- Ensure effective PREOC operation.
- Ensure effective action plans for are provided for PREOC director.
- Coordinate reconnaissance.
- Perform PREOC director's duties in his/her absence.
- Assist the PREOC director with his/her duties.

- Maintain a log of inquiries and directives issued.

Public Information Officer

- Obtain briefing from the PREOC director.
- Coordinate the public information activities of all ministries.
- Establish a media centre in proximity to the PREOC.
- Obtain copies of current PREOC status summary from PREOC director.
- Prepare information summary fact sheets.
- Issue public information bulletins as requested by the PREOC director.
- Attend meetings to update information releases.
- Provide escort service to the media and senior government personnel.
- Respond to special requests for information.
- Maintain a log of inquiries and incident status reports.

OPERATIONS SECTION

The operations section assists in the preparation of the initial response strategy. The Section determines the requirements for response, equipment, contract services and field crews. Section personnel report information about the situation and the progress to the command section, as well as recommend expedient changes to the work plans and other tactical matters based on changing field conditions. During flooding the section will normally consists of floodfighting (coordination and response) and operational area coordination units. The unit leaders have the following duties:

Floodfighting

- Obtain briefing from the operations chief.
- Develop operations portion of PREOC action plan.
- Brief and assign operations personnel in accordance with PREOC action plan.
- Determine equipment and human resource needs and request additional resources.
- Report information about special activities, events, and occurrences to the PREOC director.
- Supervise unit leaders and field operations for effectiveness and safety.
- Protect and repair dikes and watercourses in unorganized territory. Provide the necessary support [on a region priority basis] to local authorities where local capability is exceeded.
-

- Coordinate response activities for dike protection and repair to watercourses, including distribution of sandbags and sandbag filling machines.
- Coordinate repairs to roadways and bridges.
- Assemble and supervise field crews.
- Supervise contractors and auxiliary personnel hired.
- Protect private property and assist local government, as required, on a region priority basis.

Operational Area Coordination

- Coordinate notification and liaise with community to inform and address flood concerns.
- Coordinate local community efforts and requirements with the provincial response.
- Obtain regularly scheduled updates from EOCs at the local authority level.
- Provide operations and planning sections with the information updates from local authorities.

PLANNING SECTION

The planning section recommends response action priorities and methods to the command section. The planning section collects, evaluates and disseminates information obtained from meteorological and hydrological reports/forecasts, office records and field assessment. From this information, the section prepares work plans and maps for flood response at the PREOC. During flooding the section will normally be comprised of flood assessment, river forecast and planning units. The unit leaders are responsible for the following duties:

Flood Assessment

- Obtain briefing from the planning chief.
- Obtain and review hydrological and meteorological reports/forecasts at the regional and site-specific levels.
- Liaise with river forecast centre and provide local predictions.
- Set schedules for site survey.
- Obtain and review flood impact reports.
- Determine the level of protection needed for priority areas at risk.
- Advise general staff of any significant changes in incident status.
- Update and maintain field survey reports.
- Provide flood fact information to the PIO.
- Arrange for specialized expertise where and when requested.
- Coordinate special tasks as decided by the PREOC director.

- Advise regarding available floodplain mapping.
- Provide technical advice, such as hydrological and structural considerations.

River Forecast (Victoria)

- Liaise with Atmospheric Environment Service and Water Survey Canada staff.
- Determine and arrange any additional hydrometeorological reports required.
- Prepare forecasts for river/lake levels and flows.
- Disseminate flood forecasts as required.

Planning

- Assemble information on alternative response strategies.
- Identify need for use of specialized resource(s) for planning and operations.
- Develop PREOC action plans, including sandbag distribution, evacuation, shelter and demobilization plans.

LOGISTICS SECTION

The Logistics Section is responsible for the coordination of other ministries' activities in support of flood response. The primary role is to ensure a coordinated response by other agencies in support of PREOC operations when additional resources are sought by the PREOC director. The support coordination, service support and communications units will provide general support services to those support agencies which have exhausted their source of such services. The Ministry of Forests (MOF) has agreed to provide staff, subject to the forest fire situation at the time. The unit leaders have the following responsibilities:

Resource Acquisition/Management

- Obtain briefing from the logistics chief.
- Assign work locations and preliminary work tasks to section personnel.
- Locate and acquire initial emergency response equipment for floodfighting operations, including communications.
- Maintain an inventory of all non-consumable material supplied to or purchased by PREOC.
- Maintain a record of units activated, including names and locations of assigned personnel.
- Participate in preparation and coordination of the PREOC action plan.
- Coordinate requests for additional resources identified by the PREOC director such as equipment available through MOF or MELP.

- Ensure provision of evacuation services for residents by other agencies. Evacuation services may include: health services, traffic control, evacuation of livestock, among others.
- Arrange volunteer services.

PREOC Facilities/Support

- Obtain briefing from the logistics chief.
- Review PREOC action plan and estimate section needs for next operation period.
- Identify service and support requirements for PREOC operations.
- Provide PREOC facilities, including a large meeting room (20 persons), a small meeting briefing room (6 persons) and a media centre.
- Provide access and services for 24-hour operation (keys, coffee, catering, etc.).
- Provide for expansion of PREOC facilities if the event has the potential or exceeds the above facilities.
- Provide maintenance and supplies (fuel) for response equipment used by the section.
- Ensure section response equipment is repaired and replaced when necessary.
- Acquire emergency materials.

Communications

- Coordinate the provision of information and telecommunications services to the PREOC for floodfighting and the capacity to accommodate other systems.

FINANCE AND ADMINISTRATION SECTION

The responsibility of the finance and administration section is to provide general housekeeping and financial support to the PREOC.

Specific responsibilities include:

- Obtain briefing from the director.
- Attend planning meeting.
- Review PREOC action plan and estimate financial requirements for the next operation period.
- Provide PREOC financial control, including expenditure pre-authorization.
- Prepare and monitor service contracts.
- Ensure other participating ministries journal voucher costs to PEP.

- Develop and administer all cash accounts.
- Manage invoice payments and billing.
- Log all costs for floodfighting and support coordination and for assessment damages.
- Establish and maintain a filing system.
- Prepare summary sheets of cumulative resource deployment.
- Ensure all obligation documents initiated at the incident are properly prepared and completed.
- Prepare and consolidate time and wage records.
- Provide clerical services for typing/word processing, filing, supplies, faxcom, photocopier, etc.
- Provide courier and message services on call 24 hours per day.
- Arrange accommodation and travel for PREOC staff.
- Coordinate distribution of office stationery and equipment needs.

CHECK LISTS OF INDIVIDUAL DUTIES

The following are checklists of individual duties for the initial response by the Provincial Regional Emergency Response Centre (PREOC) personnel. The checklists are intended to facilitate completion of actions prior to leaving the office and when initially arriving in the field. The duties outlined in the checklists are presented in sequential order, allowing the person using it to follow and build on their responsibilities.

GENERAL INSTRUCTIONS

The following are general instructions applicable to all flood response personnel and are an integral part of the BCERMS organization.

Duties:

- Report to immediate supervisor.
- Obtain checklists of respective duties.
- Identify and brief subordinates on situation, safety reporting relationship and duties.
- Determine re-assignment of priority office work and arrange personal/home matters.
- Acquire work material and safety gear required for fieldwork.
- Determine initial location and staging areas and means of transportation.
- Report to assigned location (PREOC, staging area, etc.) and obtain situation briefing and assignments.
- Ensure arrival and location recorded by supervisor.
- Identify supervisor and obtain all necessary safety/survival equipment and procedures.
- Obtain appropriate forms for field operations.
- Maintain personal log of activities and hours worked.

COMMAND SECTION

PREOC Director

Direct the PREOC to ensure an effective, coordinated and cooperative response to a flood event.

Duties:

- Obtain incident briefing from field assessment personnel.
- Assess the situation and establish the preliminary action strategy.
- Conduct initial briefing.
- Brief command staff and section chiefs.
- Delegate duties to the PREOC.
- Ensure planning meetings are conducted.
- Approve and authorize implementation of incident action plans.

- Manage incident operations.
- Approve requests for additional resources and requests for release of resources.
- Approve the use of volunteers.
- Coordinate local community efforts with the provincial response.
- Monitor and evaluate the overall operations and, when possible, improve performance.
- Coordinate command staff and section chief activities.
- Authorize the release of information to the news media or the public.
- Ensure PREOC status summary is completed and provided to the PECC.
- Prepare PREOC briefing form for succeeding PREOC director.

PREOC Deputy Director

Assist the PREOC director by way of initiation of response strategies, response team coordination and communication.

Duties:

- Ensure effective operation of the PREOC.
- Ensure briefing to PECC.
- Ensure all affected agencies have been contacted (INAC, CN/CP).
- Ensure resource agencies identified (Coast Guard, DFO).
- Coordinate reconnaissance.
- Perform PREOC director's duties in his/her absence.
- Assist the PREOC director with his/her duties.

Public Information Officer

Provide the main on-site contact with media and the public to ensure that accurate, timely and consistent information is being provided about flood event and response activities.

Duties:

- Obtain briefing from the PREOC director
- Coordinate public information officer activities.
- Establish a media centre in proximity to the PREOC.
- Obtain copies of current the PREOC status summary from PREOC director.
- Prepare information summary fact sheets.
- Issue Public Information bulletins as requested by the PREOC director.
- Attend meetings to update information releases.
- Arrange for meetings with media and incident personnel.

- Provide escort service to the media and senior government personnel.
- Arrange for safety clothing for media and other personnel.
- Respond to special requests for information.
- Maintain log of inquiries and incident status reports.

OPERATIONS SECTION

Operations Chief

Provides assistance in the preparation of the response strategy and determine the requirements for equipment, contract services and field crews.

Duties:

Organizational

- Obtain briefing from the PREOC director.
- Develop operations portion of the PREOC action plan.
- Brief and assign operations personnel in accordance with the PREOC action plan.
- Determine equipment and human resources needs and request additional resources.
- Report information about special activities, events and occurrences to the PREOC director.
- Supervise unit leaders and field operations for effectiveness and safety.

Response

- Protect and repair dikes and watercourses.
- Coordinate response activities for dike protection and repair to watercourses.
- Coordinate repairs to roadways and bridges.
- Assemble and supervise field crews.
- Supervise contractors and auxiliary personnel hired.

PLANNING

Planning Chief

Recommends response action priorities to the PREOC director and collects, evaluates, disseminates information obtained from field assessment.

Duties:

- Obtain briefing from the PREOC director.
- Obtain and review hydrological reports.
- Liase with river forecast centre and provide local prediction.
- Assign assessment personnel to the PREOC as appropriate.

- Set schedules for site survey.
- Obtain and review flood impact reports.
- Determine the level of protection needed for priority areas at risk.
- Assemble information on alternative response strategies.
- Identify need for use of specialized resource(s) for planning and operations.
- Advise general staff of any significant changes in incident status.
- Update and maintain field survey reports.
- Provide flood fact information to the PIO.
- Arrange for specialized expertise where and when requested.
- Coordinate special tasks as decided by the PREOC director.

LOGISTICS SECTION

Logistics Chief

Provides the coordination of other Ministries activities in support of the PREOC operations whereby the PREOC director seeks additional resources.

Duties:

- Obtain briefing from the PREOC director.
- Assign work locations and preliminary work tasks to section personnel.
- Keep a record of units activated, including names and locations of assigned personnel.
- Participate in preparation of the PREOC action plan.
- Review the PREOC action plan and estimate needs for next operation period.
- Coordinate requests for additional resources identified by the PREOC director when
 - the resources are not available within the PREOC structure.
- Provide information technology and telecommunication to the PREOC.
- Ensure other agencies provide evacuation services and health services.
- Ensure liaison with traffic control.
- Coordinate with livestock protection and evacuation services.

FINANCE AND ADMINISTRATION SECTION

Finance and Administration Chief

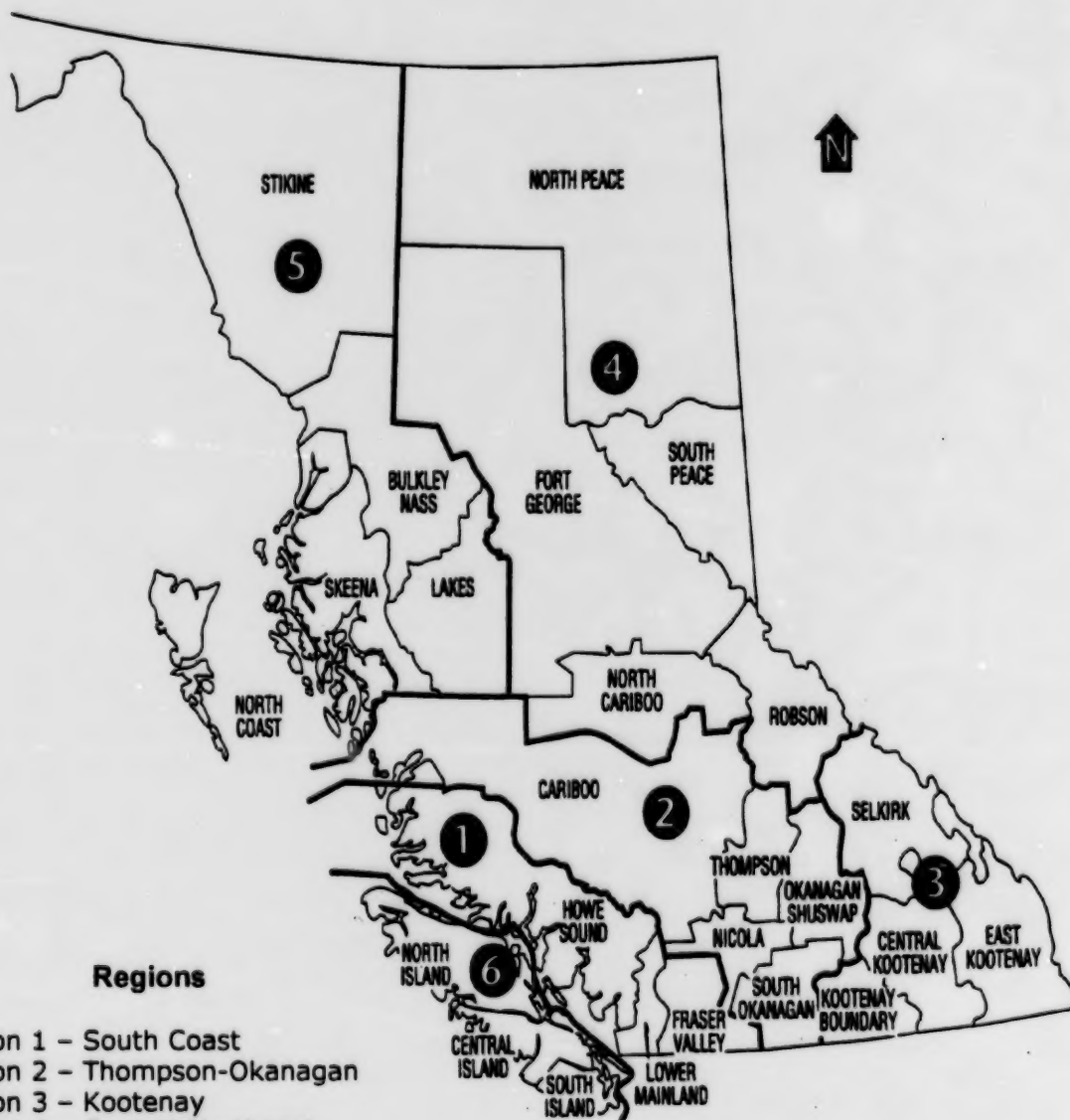
Provides administration and financial services to the PREOC director as may be

required on a 24-hour basis.

Duties:

- Obtain briefing from the PREOC director
- Ensure adequate facilities are provided to house the PREOC.
- Ensure access and services are provided on a 24-hour basis (keys, coffee, etc.).
- Ensure clerical services are available to support the PREOC.
- Maintain financial control of PREOC expenditures/commitments.
- Establish an inventory control system for all non-consumable supplied or purchased in support of event.
- Administer contracts for services and/or material.
- Arrange accommodation and travel for PREOC staff.
- Ensure adequate courier and message service available on a 24-hour basis.

MINISTRY OF TRANSPORTATION AND HIGHWAYS REGIONS AND DISTRICTS



EMERGENCY RESPONSE FUNCTIONS (Secondary Supporting Ministries/Agencies)

The following list identifies emergency response functions that will be provided by specific provincial ministries/agencies in response to a flood event. When required, a liaison (contact) officer will be arranged for each ministry or agency, as determined by the PECC or PREOC director. Any supporting agencies offering assistance will be expected to be self-sufficient with regard to finance and administration. Any incidental costs incurred during response will be settled by the affected agency, and journal vouchered to PEP for cost recovery.

Agriculture and Food

- Provide expertise to field teams conducting work in areas of agriculture concern.
- Provide coordination of the evacuation of livestock and their care, including emergency feeding.
- Provide coordination for disposal of livestock carcasses.
- Provide expertise to control animal/crop disease and insect infestation.
- Identify sources of food and water supplies for human use, for distribution by ESS as required.

Attorney General

- Provide legal counsel to CCG.
- Provide coroner services.
- Provide service to enforce law and order (especially against looting).
- Provide resources to conduct search and rescue for missing persons.
- Provide service to control crowds and traffic.
- Provide resources to implement evacuation plans, as required.
- Manage auxiliary police personnel.
- Provide security patrols in evacuated areas.

Finance and Corporate Relations

- Provide consultation, monitoring and claims support for workers' compensation.
- Provide risk management services.
- Purchase response supplies/equipment and inventory (BC Purchasing Commission).
- Provide personnel services and human resources when available.
- Provide government vehicles.
- Provide computer system and telephone services.

- Coordinate the use of government buildings and business machines for PREOC directors.

Forests

- Supply logistics support, including the following, at the PECC and PREOC level when/where available:
 - water pumps and hoses.
 - remote camps.
 - communication services.
 - response personnel.

Health

- Provide emergency medical services, including hospitalization and ambulance services.
- Arrange procurement and delivery of medical supplies, equipment and pharmaceuticals, including blood and blood products.
- Provide occupational health services for monitoring worker health and medical problems.
- Provide water quality survey services.
- Provide radiological and toxicological services
- Provide sewage disposal expertise.
- Provide public health measures, including epidemic control and immunization programs.

Municipal Affairs

- Provide firefighting and prevention services through the fire commissioner.
- Provide guidance and assistance to local governments.
- Provide liaison with the safety branch regarding railway and pipeline concerns.

Social Development and Economic Security (Emergency Social Services)

Coordinate the provision of emergency social services, including the provision of food, clothing, lodging, registration and inquiry services and other services necessary to support the immediate health and well-being of evacuees and responders.

- Provide assistance to local authorities in the planning and operation of emergency social services.

Children and Families

- Provide care and protection of children, youth and adults with mental handicaps and special needs who are not accompanied by a guardian or custodian.

Other Support Agencies

- BC Ferry Corporation - Provide marine transportation/accommodation.
- BC Hydro & Power Authority - Ensure control of power supply.
- BC Railway - Provide equipment and transportation.
- BC Transit - Provide ground transportation.

PREOC ACCOMMODATION AND FACILITIES GUIDE

Location

The PREOC will be situated in either a permanent facility or the PEP Regional Office, to make effective use of existing staff and facilities, recognizing that staff may need to be augmented or routines modified during emergency operations.

Space Requirements - PREOC

The main requirement of the PREOC, a coordination room, can be adapted from a boardroom or other similar area capable of 24/7 use by the principal PREOC staff members. While these staff may not be present in the room at all times, they will assemble there frequently in order to coordinate with each other. It is also the location where their telephones will be installed.

A single large conference table (or group of tables) should provide adequate working space and a single telephone line for:

- PREOC director or deputy (shift chief);
- Operations section chief;
- Planning and intelligence section chief;
- Logistics section chief;
- Finance and administration section chief;
- Public information officer; and
- two "spares". There will be situations where BOTH the PREOC director and deputy are working, or when others may need to be added to cater to the volume of work; and
- other ministry staff as may be required.

An additional small table and chair should be situated in the room for a "runner", as staff personnel will not often be able to leave their posts to arrange typing, make photocopies, etc.

The room will require easels (preferably electronic), map wall and bulletin boards, in/out baskets, etc. Most boardrooms will already have such items close at hand.

Associated Requirements

While some of these requirements are essential, there is considerable flexibility in approach.

- **PREOC staff office space.** Existing office spaces of the MOTH appointees remain available to them and they may prefer to operate from their regular offices
-

when not required in the coordination room. If possible, office space (shared is OK) should be made available for the key non-MOTH and non-resident personnel - the deputy, planning and intelligence chief, public information officer, and the support coordinator. There will be occasions when these staff appointments may need to hold private discussions with others visiting the PREOC.

- **Clerical support.** Existing MOTH clerical staff, augmented with temporary personnel if necessary, fulfil the requirements for:
 - reception and control of visitors to the PREOC (24/7);
 - word processing, filing, and routine office functions (24/7); and
 - financial administration.
- **Media centre.** An office with several tables and telephones should be made available for media visitors, to accommodate the PIO's responsibilities. This room must be separated from the Coordination Room and transit between the two areas needs to be strictly controlled. Media briefings will require access to the briefing room (see below).
- **Briefing room.** A large room, capacity 20 or more, should be available to the PREOC director to periodically brief field operations personnel, groups of VIP visitors and media. Map displays are recommended which duplicate the coordination room maps.
- **"Hot Line" phone(s).** Many calls can be expected from the general public requesting flood updates, claims information, etc. These should be handled by a designated and briefed "hot line" operator, and the telephone number should be made public.
- **Rest area.** A separate area should be set aside for PREOC staff to eat, make coffee, etc. A television set should be provided.

Telecommunications

An immediate need for additional telephones can be given priority treatment by Telus if requested by the PEP communications officer. This link should be made from regions arriving on-scene. Installation of PEP headquarters in advance of the PREOC staff facsimile machines should be given a high priority, as well as computers (desktop and laptop) and associated printers.

Operation of open-speaker radios in the coordination room should be discouraged, as they are disruptive to interpersonal interaction.

Miscellaneous

Additional janitorial service will probably be needed.

Depending on the proximity of community amenities (hotels and restaurants in particular), consideration should be given to arranging a small shuttle-bus and/or having meals catered on-site.

SITUATION AND EMERGENCY INCIDENT REPORTS

Situation Reports

The PREOC/ministry/agency situation report (SITREP) provides general information to the Provincial Emergency Coordination Centre (PECC) which is the central information and analysis centre and emergency coordination centre for the provincial government.

The PECC has reporting responsibilities to the National Operations Coordination Centre and the BC government and will collate information to be reported as a PECC SITREP. The provincial and federal governments have agreed to report:

- on specific sectors; and
- in accordance with pre-established time lines.

Emergency Incident Reports

Should this occurrence escalate into a serious emergency beyond the capability of local government, the PREOC would submit separate emergency incident reports - an example of an incident report is included in this annex.

Timing

Generally, SITREPs should be submitted at least once per day in accordance with instructions given at the beginning of an operation. Incident reports are to be submitted as required and without delay.

General Characteristics of SITREPs

- Information should be concise and easily understood (i.e., simple language, no acronyms, abbreviations, or jargon).
- Information should be unclassified, consult with director of the PECC prior to submission of sensitive or confidential information by separate report.
- Information should be verified prior to reporting; however, this should not delay the **initial heads up reporting of a developing potentially serious occurrence**.
- SITREPs are to include **new** incidents that have occurred since the last report and the **status** of on-going incidents. If the status is unchanged but the incident is on-going only report unchanged or new information.
- **Do not repeat previously reported information**
- Only significant events and incidents need to be reported. The following overriding tenets should be considered:
 - Does the incident involve or potentially involve loss of life, injury or significant property damage?
 - Will there be a request for provincial emergency support?

- Is the provision of essential community services in jeopardy, i.e., utility services?
- Is there a potential for a significant impact on the public services or the local or provincial economy?
- Will the incident attract significant media attention or require public information action by the province?

Report Distribution

PREOC/ministry/agency reports will usually come through the ECC to the operations section for distribution. Default lists will include the PRCC director, section chiefs, and the PECC Liaison Officer, who will ensure that ministries/agencies in attendance receive reports as well as the CCG if requested.

Each PREOC will also be provided with a copy of the master provincial SITREPs and may distribute these reports at his or her own discretion.

Local Government EOC Reporting

The PEP regional manager will share the SITREP format adopted by the province.

Each PEP regional manager is expected to request the cooperation of local authorities, particularly those which activated their EOC during hazard response.

Regardless of whether or not the local EOC formally agrees to report, the PREOC, staff are expected to seek out status information for inclusion in the PREOC SITREPs.

Administration and Computer Support

Each PREOC is expected to arrange for adequate administrative support. The level of admin support will depend upon the number of local EOCs activated within each region, and the anticipated workload.

Communications

The hierarchy of communications is as follows:

- e-mail
- facsimile
- phone
- MSAT
- amateur radio
- other ministry or agency radio communications systems, i.e., RCMP, MOF, MOTH, BCAS, BC Hydro.

Sample Formats

Appendix 1 – PECC Situation Report Format
Appendix 2 – PREOC Situation Report Format
Appendix 3 – Incident Report Format



PECC SITUATION REPORT FORMAT
(for provincial cabinet, deputy ministers, federal government, etc.)

Information current as of: (local time),

Prepared by :

Report Number:

Highlights

Bullet form: Events, incidents, requests forwarded since the previous report, with emphasis on particularly significant events or incidents concerning public confidence.

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GENERAL OVERVIEW

RIVER FLOW FORECAST (MELP)

Dated:

River	Previous Day's Level or Flow	Current Day's Level or Flow	24 Hours	Peak	Trend	Maximum flow levels	
						Previous Year	Highest Recorded

CURRENT SITUATION BY REGION

REGION #1 - SOUTH COAST

REGION #2 - THOMPSON-OKANAGAN

REGION #3 - KOOTENAYS

REGION #4 - CENTRAL-NORTH EAST

REGION #5 - NORTHWEST

REGION #6 - VANCOUVER ISLAND

DAMAGE ESTIMATE:

SITUATION FORECAST:

FURTHER RESPONSE ACTIVITIES:

Compiled by: PECC duty officer _____

Approved by: CCG co-chair _____

**PREOC/MINISTRY/CROWN CORPORATION/AGENCY
SITUATION REPORT FORMAT**

(PREOC = Provincial Regional Emergency Operations Centre)

Submitted by : _____

Report Number: _____

Report Current as of: _____

(local time/date - DD/MMM/YYYY)

HIGHLIGHTS

Bullet form: Significant incidents since last report.

-
-

SITUATION OVERVIEW

(Outline of general situation highlighting progress made or planned in dealing with events previously reported.)

(Note: the following headings are more applicable to some EOCs duty officers (DOs) than others. Complete those headings and/or sub-headings that are applicable for your PREOC, or ministerial/Crown/agency EOC/DO.)

SECTOR ISSUES**DIRECTION/RESOURCES REQUIRED****CRITICAL STATISTICS**

Jurisdiction (City, Town, RD, etc.)	Deceased	Injured	Missing	No. of Evacuated People	No of Destroyed / Damaged Homes	No of Destroyed / Damaged Businesses

ACTION PLAN

MAJOR / MINOR INCIDENTS (Use attachments as required)			
Jurisdiction (City, Town, RD, etc)	Status Ongoing / Complete	Details	Response

Prepared By: _____**Position/Title:** _____**Signature:** _____**Approved By:** _____**Position/Title:** _____**Signature:** _____

**PEP INCIDENT REPORT FORMAT
(INITIAL ADVISORY)****Date:****Report Time:****Task #****Type of Incident:****Location:****Description of Incident:****Responsible Jurisdiction/Responding Agencies:****Injuries/Deaths:****Damage or Potential Damage:****Situation Forecast:****Provincial Support Provided or Anticipated:****Public Information/Media Requirements:****Prepared By:** _____**Position/Title:** _____**Signature:** _____**Approved By:** _____**Position/Title:** _____**Signature:** _____

EXPENDITURE AUTHORIZATION FORM

Log Reference (if applicable) _____

PREOC _____ Task # _____

Incident #¹ _____

Requesting Authorized Person/Agency _____

Location _____

Incident Description²

Amount Requested: _____

Expenditure Authorized "Not to Exceed" _____

Signature of Designated Authorizing Person³

Position _____ Date _____

¹ From block of assigned incident numbers allocated to PREOCs on activation.² Include date/time, location, jurisdiction and nature of response activity or service to be provided.³ PREOC director or designated principal PREOC staff.

Distribution:

Original – Requesting Person/Agency, Copy 2 – PFRC Expenditure Log, Copy 3 – PEP HQ

(Reverse of Expenditure Authorization Approval Form)**Expenditure Authorization Approval Process****General**

Approval of applicable flood sector commander or designated PREOC staff member is required prior to the expenditure of funds.

NO INVOICE OR JOURNAL VOUCHER WILL BE PROCESSED UNLESS ACCOMPANIED BY A DULY COMPLETED AND SIGNED EXPENDITURE AUTHORIZATION FORM

Request

Requests will be made by telephone/fax/e-mail to the applicable PREOC. Requests will indicate the nature of incident/requirement and amount of funds requested.

Approval

PREOC will issue a "Not to Exceed" expenditure authority by either telephone/fax/e-mail authority followed by a completed "hard-copy" Expenditure Authorization Approval form.

Completed Expenditure Authorization Approval forms will be distributed as follows:

- Original - requesting person/agency
- Second Copy - PREOC expenditure log
- Third Copy - PEP HQ/ECC

p:Flood 99/CCG Directives – Instructions/Financial Authority Approval Form

Sandbags and Sandbag Filling Machines Pre-flooding Disposition

Sandbagging Machines

NUMBER	LOCATION	ASSIGNED TO FLOOD SECTOR
2	Abbotsford	1 (South Coast)
1	Kamloops	2 (Thompson-Okanagan)
1	Osoyoos	2 (Thompson-Okanagan)
1	Nelson	3 (Kootenay)
1	Prince George	4 (Central-North East)

Sandbags¹

NUMBER	LOCATION	ASSIGNED TO FLOOD SECTOR
2,000,000	Abbotsford Forestry Warehouse	1 (South Coast)
500,000	Kamloops Argo Maintenance	2 (Thompson-Okanagan)
2,000,000	Vancouver JMJ Campbell Van Lines	Strategic Reserve
305,000	Prince George Purchasing Commission Whse	4 (Central-Northeast)
100,000	Victoria Purchasing Commission Whse	6 (Vancouver Island)

¹ Warehouse location. All requests for sandbags are to be directed to PEP headquarters resource coordinator.

SAMPLE FLOOD DIRECTIVE

NOTE: *This directive format is intended to be a guide only. It serves to act as a comprehensive "shopping list" or "reminder" of factors to be considered by operations staff. How much or how little of this directive guidance is used, is totally dependent on the situation and the drafter's choice. It should be useful, not only to headquarters staff, but also to region and district personnel who have similar responsibilities.*

DISTRIBUTION LIST

{REGION NAME} REGION(S) FLOOD RESPONSE DIRECTIVE

- References:
- A. Emergency Program Act RS Chap. 111
 - B. Emergency Program Management Regulation, BC Reg. 477/94
(amended by BC Reg. 200/98)
 - C. Compensation and Disaster Financial Assistance Regulation, BC Reg. 124/95
 - D. (other relevant documents/files that pertain to the specific flood event)

1. SITUATION

(This paragraph contains a brief description of the existing conditions and an indication of the degree of risk of flooding or escalation in flooding as determined by the Water Management Branch (WMB) of the Ministry of Environment, Lands and Parks.)

2. AIM

(A clear, concise statement of the requirement e.g., "To specify the degree of planning for / preparation for / response to, the flood threat/ _____ flood.)

3. EXECUTION

- a. General outline *(This consists of a brief overview of the concept of the operation. This normally leads to a snapshot of any phases involved:)*
 - (1) Phase 1 - Planning (Pre-flood preparation) *(Again, these sub-paragraphs should contain only brief guidelines as to what should occur in each phase. Any detail should be reserved for the follow-on "Confirmation of Tasks" portion).*
 - (2) Phase 2 - Preparedness (readiness)
 - (3) Phase 3 - Response
 - (4) Phase 4 - Recovery and Financial Assistance
- b. Confirmation of Tasks *(Key ministry and primary supporting ministries/agencies)*
 - (1) Phase 1
 - (a) MOTH/PEP/MELP

- *(Contains guidance on the activation of the flood CCG and annual review of the flood plan)*

(a) PEP

- *(Includes guidance concerning establishment of PREOCs - preparation of telephone and radio communications, coordination of logistical requirements, preparation of volunteer registration plans, etc.)*

(b) MELP

- *(Contains instruction pertinent to the allocation and administration of urgent mitigative flood works funding)*

(2) Phase 2

(a) MOTH

- *(Contains confirmation of Flood Plan tasks, including any adjustments to priorities that the key ministry, MOTH, is to undertake. Included should be verification of :
 - the PREOC director(s).
 - availability of primary contractors and materials.*

(b) PEP

- *{Includes confirmation of instructions regarding preparation and release of media announcements, guidance concerning preparation of Public Relations Plan, etc.}*

(c) MELP (WMB)

- *(Could include confirmation of technical advisers, verification of flood boundaries and high-risk areas, provision of flood forecasts and periodic bulletins in accordance with the flood plan, including notification to the media, etc.)*

(3) Phase 3

(a) MOTH

- *(Contains additional guidance for this response phase, including identification of additional labour, materials, services and equipment available for floodfighting within the Region, etc.)*

(b) PEP

- *(Includes issuing the flood directive annexes, PECC work schedules moving to 24/7, coordination of ESS, guidance concerning livestock evacuation and*

animal welfare, assistance in coordination of all police and security operations, coordinating instructions for logistics support)

- *(Provision of implementation details of public information plan, identification of assistance from other ministries/Crown corporations in the form of public information officers, as contained in the flood plan, etc.)*

(c) MELP (WMB)

- *(Follow guidance from Phase I as relevant to response activities, etc.)*

(4) Phase 4

- *(Included here would be details of financial assistance arrangements for provision of essential goods and services necessitated by flooding and/or evacuation during Phase 2, provision of authorities for assistance, general instructions pertaining to recovery measures, etc.)*

c. Coordinating Instructions

(1) Timings

(a) Phase 1

- *(From ___ to ___ etc.)*

(b) Phase 2

- *(From ___ to ___ etc.)*

(c) Phase 3

- *(From ___ to ___ etc.)*

- Stage 1

(Confirmation of timing of limited manning of sites and PREOC(s), etc.)

- Stage 2

(Confirmation of timing when full manning of all centres and sites is to occur, etc.)

(d) Phase 4

- *(Timings/schedules associated with recovery operations, claim notifications and submissions, in accordance with Flood Plan guidance.)*

(2) Boundaries

- (a) *(region, district and site boundaries, as confirmed from the field, etc.)*

(3) Secondary Supporting Ministries/Agencies

(Contains outline guidance to all involved secondary supporting ministries and support agencies, including any departures from flood plan arrangements - normally contained in an annex.)

4. ADMINISTRATION AND LOGISTICS

(Reference is normally made here to logistics support coordination and liaison in general terms; any specifics of a logistics support instruction should reflect flood plan support coordination and liaison roles and responsibilities and be contained in an attached annex.)

5. CONTROL AND COMMUNICATIONS

- a. Locations *(Confirmation of region headquarters/PREOC locations and any subordinate centres and sites as reported from the field.)*
- b. Communications Plan *(Details contained in an annex.)*

LIST OF ATTACHMENTS: *(if required)*

Annex A	Regional flood response organization
Annex B	Marked map or lists reflecting region site(s) locations with headquarters indicated.
Annex C	PREOC organization with appointments and telephone numbers.
Annex D	Secondary supporting ministry/agency guidance <i>(to be issued)</i>
Annex E	Logistics support instruction <i>(to be issued)</i>
Annex F	Provincial/regional telecommunications plan <i>(to be issued)</i>
Annex G	Provincial public information plan <i>(to be issued)</i>

In most cases these annexes would be issued after release of the flood directive. They would be added to the initial directive by recipients as they are received.

INCIDENTS INVOLVING ABORIGINAL LANDS

PEP/DIAND PROTOCOLS

An agreement between the Provincial Emergency Program and the federal Department of Indian and Northern Development (DIAND) exists which acknowledges certain legal requirements concerning emergency response and recovery operations on Indian Reserves.

Because the Provincial Emergency Program is specifically named as the provincial agency to be involved, any requirement to respond to flood conditions on (or involving) reserve lands must be forwarded to the PECC (Victoria). A separate task number will be issued for the incident to facilitate cost recovery from the federal government.

EMERGENCY RESPONSE

When immediate action is required to preserve life or property on Indian Reserves, and when local bands so request, PEP will assist, support, or arrange for such required emergency measures. This may include coordinating volunteer, municipal, provincial, federal and other agency support. PEP will notify DIAND as soon as practicable.

In less urgent situations, a written or verbal request will be sought from DIAND, and the concurrence of the local band council will be solicited. PEP will coordinate the provision of services and support as for an immediate response action or, as appropriate, assist DIAND with the resolution of the event.

EMERGENCY RECOVERY

Emergency recovery must be arranged by PEP on written request from DIAND.

None of the above conditions should be considered as factors which will delay or impede response or recovery. The intention is to provide the same service to Indian Reserves as the rest of British Columbia. The protocols described are needed to facilitate prompt cost recovery by the province from the federal government.

Pro Forma**Declaration of a State of Local Emergency****ORDER**

WHEREAS [*description of hazard and emergency*] in [*description of area*];

AND WHEREAS [*explanation of on-going or imminent threat to life or property*];

AND WHEREAS this [*description*] emergency requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property;

NOW THEREFORE:

IT IS HEREBY ORDERED pursuant to Section 12 (1) of the *Emergency Program Act* (RS, 1996, Chap 111) that a state of emergency exists due to [*short hazard description*] and [*short consequence statement*] in [*area description*];

IT IS FURTHER ORDERED THAT the [*local authority*], its employees, servants and agents are empowered pursuant to Section 13 (1) of the *Emergency Program Act* to do all acts and implement all procedures that are considered necessary to prevent or to alleviate the effects of the emergency.

ORDERED by the [*local authority or head of local authority*] this ____ day of [*month*], 20__.

[*head of local authority*]

RECOVERY STRATEGY

(To be developed as required)

BC Flood Plan Distribution List

Attorney General

Attorney General

ADM Public Safety & Regulatory Branch (AG)

Director, Provincial Emergency Program

Deputy Director (PEP)

Manager Policy & Plans (PEP)

Public Information Officer (PEP)

Manager, Finance & Administration (PEP)

Emergency Coordination Centre (PEP)

Vancouver Island Regional Office (PEP)

South West Regional Office (PEP)

South East Regional Office (PEP)

Central Regional Office (PEP)

North East Regional Office (PEP)

North West Regional Office (PEP)

Justice Institute, Emergency Management
Division

Ministry of Environment, Lands and Parks

Minister of Environment, Lands and Parks

Deputy Minister of Environment, Lands and
Parks

ADM Headquarters Division (MELP)

ADM Environment and Lands Regions Division
(MELP)

Director, Resource Stewardship Branch (MELP)

Director, Water Management Branch, Victoria
(MELP)

Director Vancouver Island Region (MELP)

Director Lower Mainland Region (MELP)

Director Skeena Region (MELP)

Director Northern Region (MELP)

Director Kootenay Region (MELP)

Director Southern Interior Region (MELP)

Director Cariboo Region (MELP)

Head, Engineering, Water Management
Penticton (MELP)

Fort St. John Sub-Office Supervisor (MELP)

Lands and Water Management (MELP),
Cranbrook

Inspector of Dikes, Water Management Branch
(MELP)

Ministry of Transportation & Highways

Minister of Transportation and Highways

Deputy Minister of Transportation and
Highways

ADM Operations (MOTH)

Director, Properties Branch (MOTH)

Director, Region 1 - South Coast (MOTH)

Director, Region 2 - Thompson-Okanagan
(MOTH)

Director, Region 3 - Kootenay (MOTH)

Director, Region 4 - Central/North East (MOTH)

Director, Region 5 - North West (MOTH)

Director, Region 6 - Vancouver Island (MOTH)

Director, Communications Branch (MOTH)

(Continued next page)

Ministry of Agriculture and Food

Minister of Agriculture and Food
Deputy Minister Agriculture and Food
Director South Coast Region (MAF)
Director Southern Interior Region (MAF)
Director Central-Peace Region (MAF)

Ministry of Social Development and Economic Security

Minister of Social Development &
Economic Security
Deputy Minister of Social Development
& Economic Security
Director, Emergency Social Services
(MSDES)
Director, Vancouver/Richmond Region
(MSDES)
Director, Vancouver/Howe Sound
Region (MSDES)
Director, Fraser North Region (MSDES)
Director, Fraser South Region
(MSDES)
Director, Okanagan/Kootenay Region
(MSDES)
Director, South Central Interior Region
(MSDES)
Director, Prince George/Cariboo Region
(MSDES)
Director, North Regional Office Region
(MSDES)
Director, North Island Region (MSDES)
Director, South Island Region (MSDES)

Royal Canadian Mounted Police

RCMP "E" Division HQ, Operations
Secretariat
RCMP "E" Division HQ, Emergency
Programs
RCMP Island District - Courtenay
RCMP South West District - Chilliwack

RCMP South East District - Kelowna
RCMP North District - Prince George

Other Ministries/Agencies

Inter-Agency Emergency Preparedness
Council
Ministry of Aboriginal Affairs
Ministry of Energy and Mines
Ministry of Fisheries
Ministry of Labour
Ministry of Women's Equality
Ministry of Small Business, Tourism and
Culture
Emergency Preparedness Canada,
Headquarters, Ottawa
Emergency Preparedness Canada,
BC/Yukon Region, Victoria
Land Force Western Area, BC Domestic
Operations Detachment
Government Services Canada (Public
Works), (c/o EPC, Victoria)

Local Authorities

All Principal Appointed Officers

Spares

A limited number of spare copies are
held by Provincial Emergency Program
Headquarters, Victoria

Internet Access

The BC Flood Plan is available on the
Internet, via the Provincial Emergency
Program web site at:

<http://www.pep.bc.ca>